

Table of Contents

<u>Contact Information</u>	<u>2</u>
<u>Box Office Hours of Operation</u>	<u>2</u>
<u>Accepted Forms of Payment</u>	<u>3</u>
<u>ADA - Season and Individual Game Parking</u>	<u>3</u>
<u>ADA – Season and Individual Game Tickets</u>	<u>3</u>
<u>Adding or Dropping Seats</u>	<u>4</u>
<u>Address, Email, and Phone Number Changes</u>	<u>4</u>
<u>Away Game Tickets</u>	<u>4</u>
<u>Consignment Tickets</u>	<u>4</u>
<u>Credential Requests</u>	<u>4</u>
<u>Donations of Syracuse Athletics Event Tickets</u>	<u>4</u>
<u>Faculty/Staff Discounts</u>	<u>5</u>
<u>Individual and Group Tickets</u>	<u>5</u>
<u>‘Cuse Athletics Fund, Hospitality and Suites Information</u>	<u>5-6</u>
<u>Otto’s Kids Club</u>	<u>6</u>
<u>Payment Plans</u>	<u>6</u>
<u>Refunds or Exchanges</u>	<u>7</u>
<u>Resale of Tickets</u>	<u>7</u>
<u>Sales Tax Information</u>	<u>7</u>
<u>Season Parking Passes</u>	<u>7</u>
<u>Season Ticket – Change Request Process</u>	<u>8</u>
<u>Season Ticket Mailings</u>	<u>8</u>
<u>Season Ticket – Transfer Request Process</u>	<u>8</u>
<u>Single Game Parking</u>	<u>9</u>
<u>Single Seat Policy</u>	<u>9</u>
<u>Student Tickets – Season and Individual</u>	<u>9</u>
<u>Tournament/Bowl Games</u>	<u>9</u>
<u>Will Call</u>	<u>9</u>
<u>Youth/Infant Tickets</u>	<u>10</u>

Contact Information

Dome Box Office
900 Irving Ave
Syracuse, NY 13244

Phone: Toll Free 888-DOME-TIX, option 4
or locally 315-443-2121 Fax: 315-443-3692
Email: dometix@syr.edu
Website: cuse.com/tickets

Box Office Hours of Operations

Weekday Business Hours

In person at the Dome-Inside Gate B Box Office and by phone:
Monday – Friday 8:30 am - 4:30 pm

The main Box Office at the Dome, inside Gate B will be open on days of Syracuse Athletics events as follows:

Syracuse Football

Opening Time: 4 hours prior to kickoff on weekends
Gates Open: 90 minutes before kickoff
Closing Time: 10 minutes left in the 4th Quarter

Syracuse Men's Basketball

Opening Time: 4 hours prior to tipoff on weekends
Gates Open:
Non-Conference Opponents - 60 minutes before tipoff
Conference Opponents - 90 minutes before tipoff
Closing Time: 5 minutes left in second half

Syracuse Women's Basketball

Opening Time: 2 hours prior to tipoff on weekends
Gates Open: 60 minutes before tipoff
Closing Time: Start of 3rd quarter

Syracuse Men's Lacrosse

Opening Time: 2.5 hours prior to face-off on weekends
Gates Open: 60 minutes before face-off
Closing Time: Start of 4th quarter

Syracuse Women's Lacrosse

Opening Time: 2 hours prior to face-off on weekends
Gates Open: 60 minutes before face-off
Closing Time: Start of 3rd Quarter

Miscellaneous Dome Events

Opening Time: Varies by event
Gates Open: Varies by event
Closing Time: Varies by event

Ticket Policies and Procedures

Accepted Forms of Payment

We accept all major credit cards (American Express, MasterCard, Visa, and Discover), personal* and business checks payable to Syracuse University only. *Please note, cash and electronic check payments are no longer accepted.*

* Checks are only accepted for season ticket purchases only and must be received at least 14 (fourteen) business days prior to the home opener.

ADA – Season and Individual Game Parking

ADA Season Parking Passes

Accessible parking is available upon request through the JMA Dome Box Office. Please contact us for lot availability. Accessible parking is issued to patrons who can provide one of the following sets of documentation:

1. If you do have a government-issued disability permit, please send a copy of your hangtag (or photo of your disability license plate) along with your name and account number.
2. If you do not have a government-issued disability permit, please contact your doctor's office to obtain the application form, signed by the doctor. Submit that to your local government office and send us copies of the application form, along with your name and MyCuse account number.

Note: Accessible parking access is subject to annual verification and re-assignment.

ADA Single Game Parking

Football and Men's Basketball single game parking is available at the Skytop accessible lot. Accessible shuttles will transport all patrons in your party to the outside of Gate A of the Dome. Lacrosse and Women's Basketball single game parking is available at the Archbold lot and the Irving garage.

Gate A Drop Off Passes - Season or Individual Game

The Gate A Drop Off Pass is only available to season ticket holders that have purchased a season parking permit, west of the JMA Wireless Dome. This pass will allow patrons to be dropped off and picked up at Gate A.

All other patrons can drop off their guest(s) at SKYD lot, located at 1600 Jamesville Ave, Syracuse, NY 13244. Guests will take the ADA shuttle that will drop them off directly at Gate A. Pick-ups will be provided at Gate A back to the parking lot after events. Gate A Drop-Off passes are no longer available on a single game basis.

ADA Season and Individual Game Tickets

Tickets are available to purchase online via cuse.com/tickets, in person at the Dome Box Office, or over the phone by contacting the Box Office (888-DOMETIX)

Wheelchair Seating –

Gate Entrance – A, C, G and N

Seating is available for wheelchair access in the following sections depending on the event:

Sections 101-103, 105-111, 113-115, 117-118, 120-126, 128-130, 245 and 249.

Limited Mobility Seating –

Gate Entrance – A, C, G and N

Designated seating is available for limited mobility patrons in the following sections depending on the event:

Sections 101-103, 113-115, 117-118, 128-130 or Row Y of the first level (main concourse level) or back row of

second level.

Adding or Dropping Season Tickets

Only the Season Ticket Holder of record can request and authorize the addition or dropping of seats from an account. Dropping of seats requests must be submitted in writing by emailing dometix@syr.edu. When requesting the dropping of seats, please include your account number and indicate the specific seat location(s) to be dropped from the account.

Address, Email, and Phone Number Changes

The Season Ticket Holder of record is solely responsible for providing the Dome Box Office with updated contact information. You may update your address, email, and phone number by logging into your MyCuse account and selecting "My Profile". Names cannot be changed on an account. If you wish to change the ownership of your season tickets, please see the Season Ticket-Transfer Request Process on Page 8.

Away Game Tickets*

Syracuse Football

Tickets are typically offered for sale in early summer to all Season Ticket Holders and/or CAF donors. Should any tickets remain after that sale, they will be made available through a public offering. Tickets will no longer be sold as general admission, rather patrons will be purchasing real seat locations.

Syracuse Men's Basketball

Available through the away game school/host Box Office.

Syracuse Women's Basketball

Available through the away game school/host Box Office.

Syracuse Men's & Women's Lacrosse

Available through the away game school/host Box Office.

** For information about post-season tickets see '[Tournament/Bowl Games](#)' section*

Consignment Tickets

We do not allow tickets to be taken on consignment. All tickets must be paid for in full or on an automatic approved payment plan.

Credential Requests

For Syracuse University Athletics events, please contact the Athletic Communications Office (315-443-2608).

Donations of Syracuse Athletics Event Tickets

Fundraisers & Charity Auctions

All complimentary ticket requests for fundraisers and charity auctions must be submitted through our Office of Athletic Compliance. Please call (315-443-1265) or email athcompl@syr.edu for more details.

'Cuse Cares Community Service Ticket Program

For select home games, Syracuse Athletics has a designated allotment of tickets to donate to non-profit organizations in the community. Please note that proof of non-profit status is required. NCAA rules preclude the distribution of tickets to certain individuals and organizations. If your non-profit organization has an interest in bringing a group to a football, or men's or women's basketball game, please [click here](#) for more information.

Faculty/Staff Discounts

Benefits eligible Syracuse University/ESF faculty, staff, and retirees are offered a 20% discount on football, men's basketball, women's basketball and men's and women's lacrosse season tickets in select areas. This discount can be used on up to four football season tickets, two men's basketball, four women's basketball and four men's and women's lacrosse tickets annually. Please note all faculty/staff must provide their SU ID number as well as have their @syr.edu email listed as their primary email address on their season ticket account.

Individual and Group Tickets

Individual Event Tickets

Individual event tickets are available for sale at the JMA Dome Box Office, over the phone (1-888-DOME-TIX), or online www.cuse.com/tickets. Delivery method is mobile entry via download through your MyCuse account on your mobile device. Convenience fees may apply to all orders. Season ticket holders will have priority access to a special pre-sale opportunity before individual game tickets are released for sale to the public.

Group Tickets

A group of 15 or more qualifies for tickets at reduced rates (savings starting at approximately 15%) for Football, Men's and Women's Basketball, Men's and Women's Lacrosse games. Group tickets can be purchased up to the last business day before the event (not available on game day). Seating is subject to availability for Football and Men's Basketball. General Admission seating is available for Women's Basketball, Men's and Women's Lacrosse. To purchase group tickets please call 1-888-DOMETIX.

'Cuse Athletics Fund, Hospitality and Suite Information

Cuse' Athletics Fund

The 'Cuse Athletics Opportunity Fund supports the greatest areas of need within Syracuse University's Athletics program at the discretion of the Athletics Director and Athletics senior staff. Your donations are crucial to the sustainability of Syracuse University Athletics. Ways to give:

- Mail: checks can be mailed to: 'Cuse Athletics Fund, 640 Skytop Rd, 2nd Floor, Syracuse, NY 13244-5160
- Phone: call 315-443-1419
- Online: visit cuse.com and click on "donate"

For more information or to donate now, please [click here](#).

'Cuse Athletics Fund Hospitality Tent

In order to provide you with the ultimate pregame experience, our football and men's basketball hospitality passes will now be available for purchase on a season basis. Furthermore, we no longer offer complimentary passes. Also, instead of only receiving two passes, you can now buy up to twelve (12) hospitality passes.

To be eligible, you must be a season ticket holder and a 'Cuse Athletics Fund member. Hospitality season passes will be available for purchase in the summer. If availability remains after the pre-sale for season hospitality, single game hospitality may become available for sale. This includes complimentary beer and wine, all-you-can-eat buffet, an exciting game day atmosphere and much more!

Suites

The Dome offers 44 private boxes. Each suite provides a custom luxury experience for patrons at their favorite Syracuse events. Contact the Director of Ticket Sales, Premium Sales and Development, Troy Pakusch, at (315) 443-2434 or trpakusc@syr.edu.

Tax Deductions/Matching Gift

All contributions that are not seat-related, such as sport specific funds, will continue to be 100% tax deductible. All seat related giving and premium seating are no longer tax deductible per federal tax law. Please contact a tax professional for more information. Furthermore, we no longer participate in the matching gift program as it relates to season tickets or premium seating.

Otto's Kids Club

Benefits Include:

- One (1) FREE ticket to one (1) Football game
- One (1) FREE ticket to two (2) Men's Basketball games
- A season pass to both Women's Basketball and Men's and Women's Lacrosse*
 - Admission to all other SU home sporting events. All adding up to over \$300 in ticket value!
 - Official membership credential, lanyard, and t-shirt.

Throughout the year, members will also receive a special holiday gift and invitations to special events and game experiences.

Due to NCAA regulations, members must be 12 years or younger. Otto's Kids Club memberships exclude post-season tournament games. To purchase a membership and for more information, please [click here](#) or email cusekids@syr.edu.

The Otto's Kids Club member must sign up online for the complimentary tickets listed above by visiting cuse.com/kidsclub and clicking on "more" on the top right corner. Tickets will be available to be managed online via your MyCuse account. If you do not sign up online for tickets before the deadline (10 days before each game) members must bring their membership card on game day to receive their free ticket.

Patrons who have regular season tickets and are attending the game with an Otto's Kids Club member(s) may not bring their Otto's kid to their season seats/section. The season ticket holders will be relocated (at no additional fee) to a third level, non-premium area to sit with the Otto's kids club member if they prefer. The original season ticket(s) must be forfeited at the window in exchange for the new ticket.

*Only Kid Club Members with the Orange Membership. As of 2024-25 season, different memberships Blue vs. Orange. Blue Membership gets (1) FB select ticket, (2) MBB select tickets, (2) WBB select tickets, (2) MLAX select tickets and (2) WLAX select tickets. Orange membership gets (1) FB select ticket, (2) MBB select tickets and a season pass to WBB, MLAX and WLAX.

Payment Plans

Payment plans are available for Football, Men's and Women's Basketball season items. Installment dates are determined at the time of the purchase. The JMA Dome Box Office will automatically charge your selected method of payment upon sign-up and continue to charge each installment for the selected sport(s) for the term of the plan. Sign up online via the MyCuse account, by phone, or with an acceptable form of payment. Patrons can enroll in auto-renew payment plans that rollover from one year to the next, or if auto-renew is not chosen, patrons must enroll on an annual basis.

Refunds or Exchanges

All tickets purchased through Syracuse University are non-refundable and are not exchangeable. All sales are final.

An exception to this policy is if games are canceled and not rescheduled, or if games are played under "conditions that prohibit fans from attending (for example, if a public authority restricts gatherings to no more than a small number of people)," season ticket holders would get a prorated refund and individual game purchasers would get a full refund if purchased directly from Syracuse University.

Resale of Tickets

Season Ticket Holders may post their tickets for sale through their MyCuse account. For football the option to forward and resell online is enabled by mid-July. For men's and women's basketball the option is available early October. Under New York state law, Any direct or indirect sale, resale, auction, assignment or transfer (collectively, "Resale") of Tickets must be done in accordance with Laws. Any Resale in violation of Laws constitutes a material breach of the License and T&Cs. Any attempt by two (2) or more persons to gain admission with both a cancelled Ticket and any reissued Ticket whether as part of a Resale transaction and/or otherwise transferred by Licensee constitutes a material breach of the License and T&Cs. NEW YORK LAW PROVIDES THAT: (a) THE UNLAWFUL RESALE OF FIVE (5) OR MORE TICKETS WITHOUT HAVING FIRST PROCURED A LICENSE FROM THE NEW YORK SECRETARY OF STATE IS PUNISHABLE BY IMPRISONMENT OF UP TO ONE (1) YEAR AND FINES OF UP TO \$2,000.00; (b) THE USE OF ANY MACHINE, DEVICE, COMPUTER PROGRAM OR COMPUTER SOFTWARE THAT NAVIGATES OR RUNS AUTOMATED TASKS ON RETAIL TICKET PURCHASING WEBSITES IN ORDER TO BYPASS SECURITY MEASURES TO PURCHASE TICKETS IS ILLEGAL; AND (c) THE RESALE OF ANY TICKET WITHIN ONE THOUSAND FIVE HUNDRED (1,500) FEET FROM THE PHYSICAL STRUCTURE OF THE STADIUM (INCLUDING ANY BUILDING OR OTHER STRUCTURE AT WHICH TICKETS ARE OFFERED FOR FIRST SALE TO THE PUBLIC) IS PROHIBITED UNDER PENALTY OF LAW. LICENSOR RESERVES THE RIGHT TO REQUIRE PROOF OF A VALID NEW YORK TICKET RESELLER LICENSE.

Sales Tax Information

Starting with 2025 Football single game ticket transactions, all ticket orders no longer include sales tax in the ticket price, rather sales tax is now on top of the ticket price. If you are a U.S organization exempt from federal, state, country and/or local state taxes, you may qualify to have sales tax waived. For organizations that are tax exempt, please email dometix@syr.edu your W-9 form/denomination letter for eligibility.

Please note, outside of tax-exempt organizations, there are no exceptions and patrons are required to pay the sales tax.

Season Parking/Ticket Information

Season parking passes are sold for Syracuse Football, Men's Basketball and Men's Lacrosse. Parking for Women's Basketball and Women's Lacrosse is free in Ray or West lots.

Due to current campus construction, the parking selection process has been improved to provide a fair and equitable allocation system that will be consistent. We strive to honor your loyalty and generosity as we manage the parking inventory. Parking will be allocated based on Donor Rank. Please visit your Donor Rank web page through your MyCuse account to view your status. *Note: Only Season Ticket Holders are eligible to purchase season parking pass(es).*

The grid below will help patrons determine the maximum number of season parking passes allowed on an account based on the number of season tickets purchased. Our season ticket maximum quantity policy is twelve (12) season tickets per account, per sport.

# of Season Tickets	Max # of Parking Passes
1 to 4	1
5 to 8	2
9 to 12	3

The pricing of the lots is determined based on location and varies by sport. Please visit cuse.com/tickets for more information.

Season Ticket – Change Request Process

Each offseason approximately three to four weeks after the renewal deadline, eligible Season Ticket Holder accounts have the opportunity to improve their seats via our online seat change process. To be eligible, accounts must be paid in full or on an up-to-date payment plan.

If you would like to be included in this process, please call the Dome Box Office (1-888-DOME-TIX) or email your account representative or dometix@syr.edu.

Eligible accounts will receive an email approximately one week prior to the start of the change process with details. Please make sure you have an updated email address on your account.

An additional email will be sent one day prior to the start of the relocation process with your specific seat change date and time. The seat change date, and time is based on your Donor Rank. On the assigned date and time, the account holder should log in to their MyCuse account to select new seat locations from available inventory.

Season Ticket Mailings

All season tickets are now mobile entry only. Exceptions will be made for those season ticket holders who do not own a smartphone. Please contact the Dome Box Office at 888-DOMETIX to discuss your options. Season Ticket Holders who are paid in full or on an up-to-date payment plan will be able to manage their tickets via mobile entry through their MyCuse account. Tickets are enabled in July for Football, October for Basketball, and January for Men's Lacrosse.

Season Ticket Transfer Requests

The JMA Box Office will only allow the season ticket holder of record to request a transfer of their season tickets*. All season ticket transfer requests must be submitted in writing to dometix@syr.edu and will be subject for review by management. All ticket transfer transfers must be moved to a new account, Donor Rank, Longevity Points, etc. will not be transferred.

*Season tickets are only eligible to be transferred to immediate family members. Immediate family members include spouses, parents/grandparents, children/grandchildren and brothers and sisters. Exceptions will be reviewed to non-immediate family members that are deemed to be in a 'low demand areas.'

Single Game Parking

Single game and bus parking are available for Football at Skytop, Men's Basketball at Lally Athletic Complex; Comstock or Colvin, and for Men's Lacrosse at the West lots.

Parking can be purchased online at Ticketmaster.com or on event day, CREDIT CARD ONLY at the lot. Bus parking is also available for purchase in advance or at the lot the day of the event. Parking for Syracuse Women's Basketball and Women's Lacrosse is free in Ray or West lots. For directions to each lot and more information, please [click here](#).

Single Seat Policy

When purchasing individual game or season tickets a single seat may not be left open.

Example: Patron wishes to buy 2 seats in section 128, Row A. Seats 1, 2, and 3 are available, but seats 4 and 5 have been sold. The patron cannot buy seats 1 and 2 because seat 3 would be left as a single seat.

Patrons may not request to release or drop a season ticket if their request leaves a single seat.

Example: Patron currently owns 3 season seats in section 128 row A seats 1, 2 and 3. Seats 3 and 4 are sold. The patron cannot release/drop seat 1, 2 or 3 leaving a single seat open. We will accommodate them by offering 2 seats in another area as close to their current seat(s) as possible.

Student Tickets – Season and Individual Game

Full-time Syracuse University students, as well as ESF students may purchase one (1) season ticket. Any Syracuse or ESF student can purchase up to (4) individual game tickets per game at the student discount rate. All student tickets are managed online via a student MyCuse account.

Single game tickets will be available late summer for purchase by full-time Syracuse University students ESF students to most regular season football and basketball home games. There are limits per game determined by management and they are not available for all games. Single game tickets are treated just like a season pass or a student individual game buyer, the person with the ticket can line up at gate F for entrance into the student section. *Note: student tickets are non-refundable and non-exchangeable.*

Please [click here](#) for more information on student tickets.

Tournament/Bowl Games

Access to tickets for bowl games, post season Men's and Women's Basketball, Men's and Women's Lacrosse are offered to season ticket holders and CAF donors based on Donor Rank. Should any tickets remain after that sale, they will be available through the Dome Box Office at a date/time that will be announced on [cuse.com](#) and the official Syracuse University Athletics social media accounts.

Will Call

All tickets for events at the JMA Wireless are mobile tickets. If you have tickets at will call for select events, a valid photo ID must be presented to pick up any will call tickets. A school or student ID is accepted for youth. General will call is located inside Gate B of the Dome at the main box office. Here is a list of other will call locations for specific events:

Syracuse Football

Gate J: Visiting team, if applicable

Youth/Infant Tickets

All children 12 months and under may attend Syracuse University athletic events free of charge. The child will have to sit on a patron's lap throughout the game. Children older than 12 months must have a ticket for entry. There are no youth prices for Syracuse University Athletics events

The youth policy may vary for other events at the Dome (e.g., Monster Jam, Concerts, HS Events, etc.). Please call (888-DOME-TIX) or email the Dome Box Office (dometix@syr.edu) for further clarification for a specific event.

